

## McGrath, Julie R Ms CPOCMA

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**From:** Erdman, Patricia J Ms CPOCMA  
**Sent:** Tuesday, August 15, 2000 9:53 AM  
**To:** Guarinello, Norman C Mr CPOCMA; McGrath, Julie R Ms CPOCMA  
**Subject:** New Guidance on Division Level and higher emails

FYI -- signed hardcopy coming  
Division Chief is Mr. Williams for this guidance

### MEMORANDUM FOR ALL DASA(CPP) PERSONNEL

SUBJECT: Guidance on E-mail Communications

This memorandum establishes a disciplined approach to the use of e-mail within the Office, Deputy Assistant Secretary of the Army (Civilian Personnel Policy) (DASA(CPP)) and subordinate Field Operating Activities. The following guidance should be adhered to unless there is a compelling reason to do otherwise.

- . Action Officers will not send e-mail directly to the DASA(CPP) or Assistant Deputy (Civilian Personnel Policy) (AD(CPP)). This right is reserved for division chiefs or acting division chiefs.

- . E-mail going to the DASA(CPP) will also be sent to the AD(CPP).

- . E-mail will not be used to issue policy and procedural guidance. E-mail may, however, be used to transmit signed policy documents.

- . Only addresses on the "TO" line of a message are expected to respond to a message. When a division or branch has multiple addresses on a "TO" line, the senior member of the organization will send the response, unless directed otherwise by the chief of the organization.

- . The "CC" line will be used to inform only and there is no expectation that the addressees will respond.

- . Employees must use the "out of office" message during extended absence from the office. However, the sender of an e-mail bears the responsibility to ensure the receiver or a responsible official is informed of the issues or action required, particularly when time sensitive.

- . E-mail taskings across Divisions may only be sent by division chief or higher, or those authorized by the DASA(CPP)/AD(CPP). The subject line of the e-mail must contain the suspense date. There must be seven workdays to respond unless the information requested is time sensitive or data collection requires minimum effort from readily available sources.

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E-mail is an effective communication tool when used properly. Please use it wisely. All e-mail should be clear and concise, providing a good synopsis of the issue. Thank you for your support in this matter.

David L. Snyder  
Deputy Assistant Secretary  
(Civilian Personnel Policy)

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